GOVERNMENT OF INDIA
COAL
LOK SABHA

UNSTARRED QUESTION NO:1415
ANSWERED ON:22.08.2007
GRIEVANCES REDRESSAL CELL BY CIL
Singh Shri Uday

Will the Minister of COAL be pleased to state:

(a) whether the Coal India Ltd. has set up a grievance redressal cell to deal with complaints relating to marketing of coal;

(b) if so, the details thereof, company-wise;

(c) the number of complaints relating to marketing irregularities received by CIL during the last one year, company-wise;

(d) the action taken by the company against the erring officials; and

(e) the extent to which setting up of grievance redressal cell is likely to resolve such complaints expeditiously?

Answer

MINISTER OF STATE IN THE MINISTRY COAL (DR. DASARI NARAYANA RAO)

(a)&(b): There are two consumer grievance cell functioning in the marketing division of Coal India Limited, at Kolkata relating to general grievances and grievance on e-marketing of coal. General grievance cell has also been set up in each subsidiary company of Coal India Limited.

(c): CIL has reported that 20 complaints were received in their grievance cells during the last one year. Out of this 20 complaints, 17 have been redressed. Details in this regard company wise is given as under:-

Coal Company	No. of grievances received	No. of Grievance disposed.
Eastern Coalfields Limited	10	10
Bharat Coking Coal Limited	1	0
Central Coalfields Limited	4	3
Northern Coalfields Limited	0	0
Western Coalfields Limited	0	0
South Eastern Coalfields Limited	2	1
Mahanadi Coalfields Limited	3	3
North Eastern Company Limited	0	0
Total	20	17

(d): There is no such situation requiring action against the officers.

(e): The present grievances cells are functioning satisfactorily and no complaint was received in the matter of delay in redressing the grievances.